

Pat. Survey - Hospital Experiance

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
500016	CENTRAL WASHINGTON HOSPITAL	1201 SOUTH MILLER STREET
500033	SAMARITAN HOSPITAL	801 EAST WHEELER ROAD
500054	PROVIDENCE SACRED HEART MEDICAL CENTER	101 WEST 8TH AVENUE
500148	WENATCHEE VALLEY HOSPITAL	820 NORTH CHELAN STREET

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Address 2	Address 3	City	State
		WENATCHEE	WA
		MOSES LAKE	WA
		SPOKANE	WA
		WENATCHEE	WA

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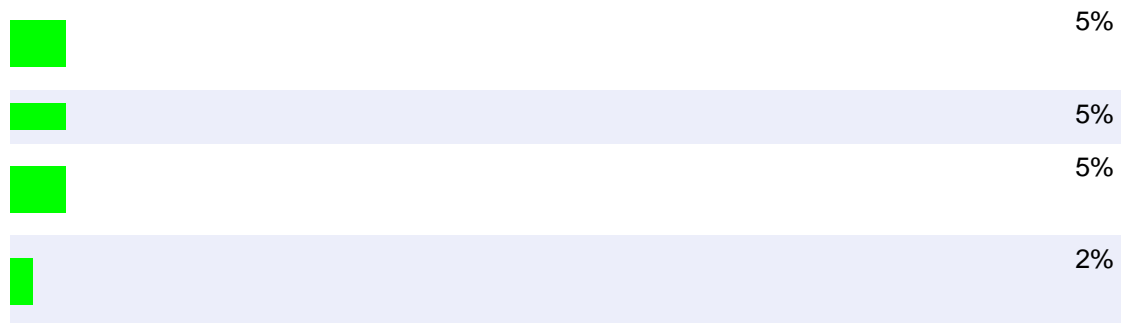
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ZIP Code	County Name	Phone Number
98807	CHELAN	5096621511
98837	GRANT	5097655606
99204	SPOKANE	5094743040
98801	CHELAN	5096638711

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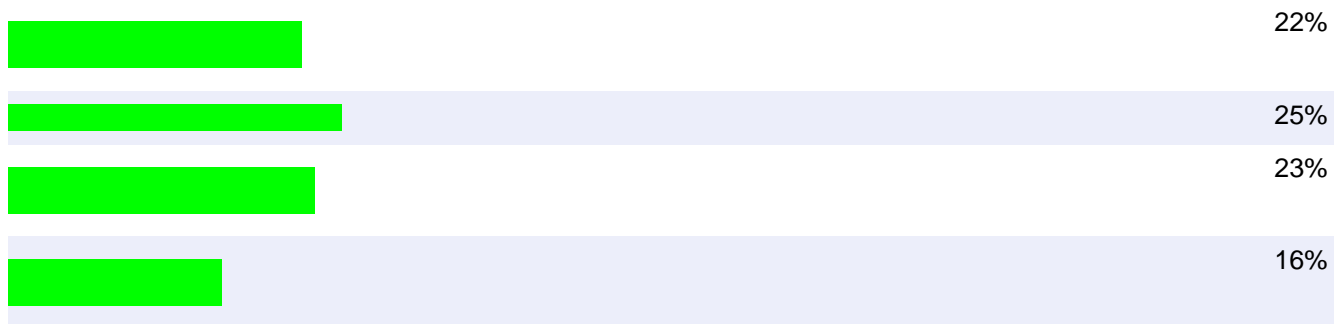
Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.



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Percent of patients who reported that their nurses "Usually" communicated well.



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Percent of patients who reported that their nurses "Always" communicated well.

73%

70%

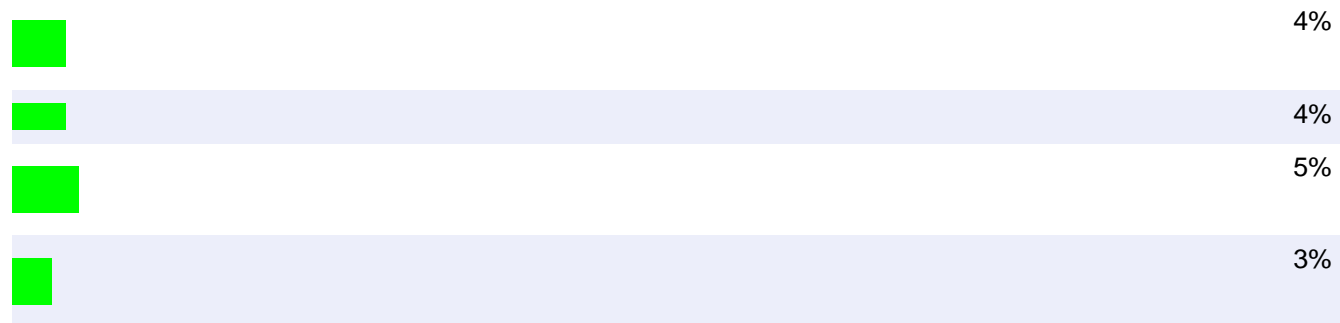
72%

82%

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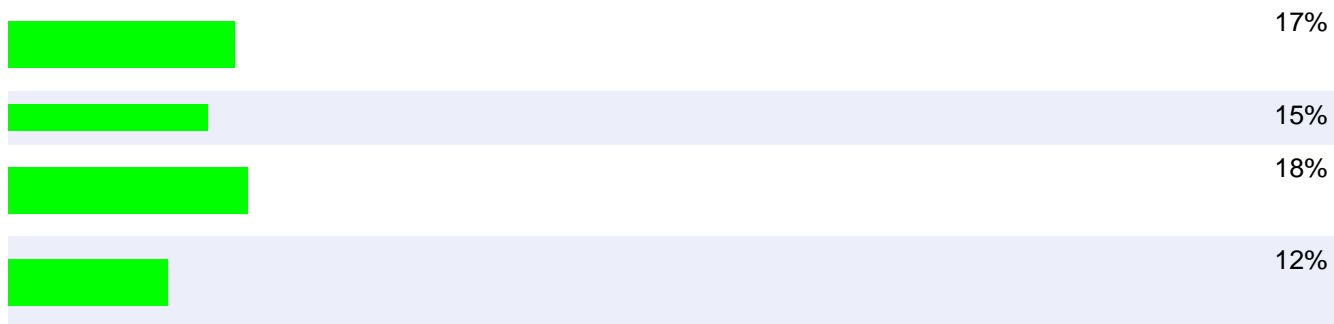
Percent of patients who reported that their doctors "Sometimes" or "Never" communicated well.



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Percent of patients who reported that their doctors "Usually" communicated well.



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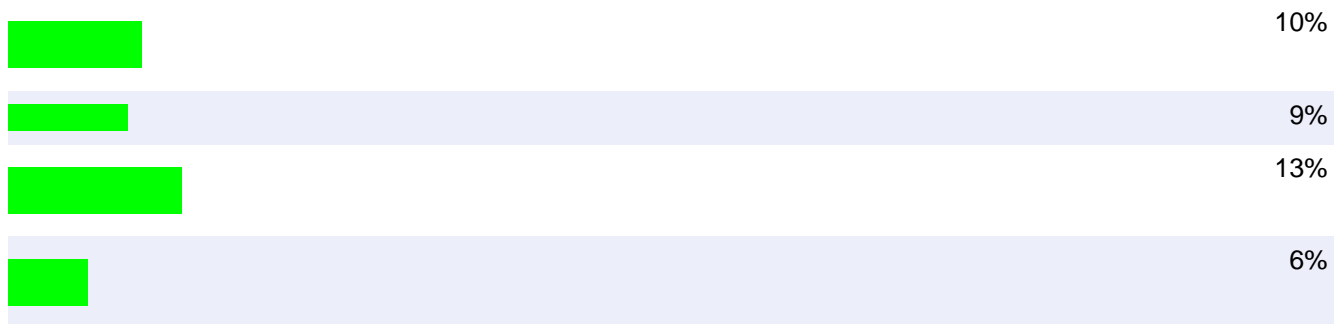
Percent of patients who reported that their doctors "Always" communicated well.



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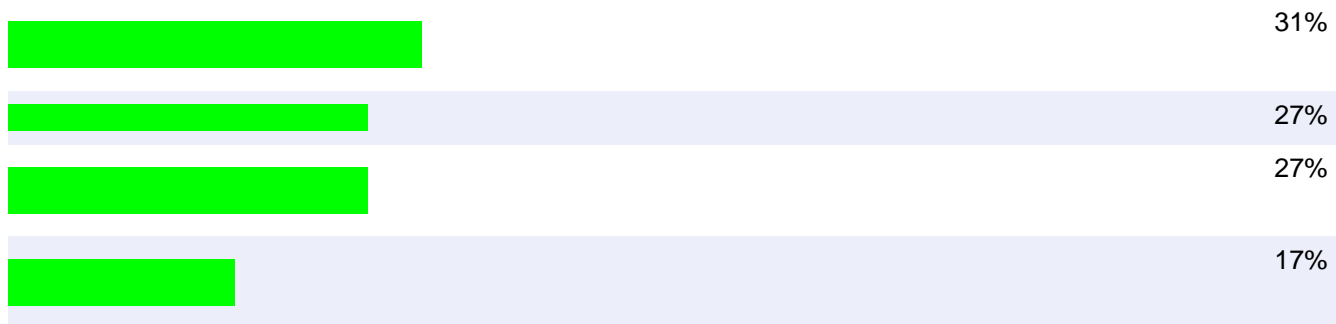
Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



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Percent of patients who reported that they "Usually" received help as soon as they wanted.



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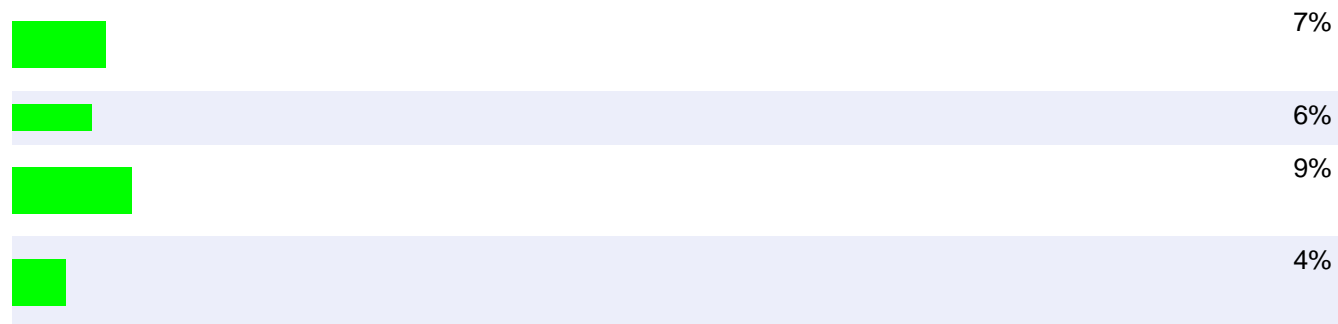
Percent of patients who reported that they "Always" received help as soon as they wanted.



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Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.



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Percent of patients who reported that their pain was "Usually" well controlled.

27%

28%

23%

20%

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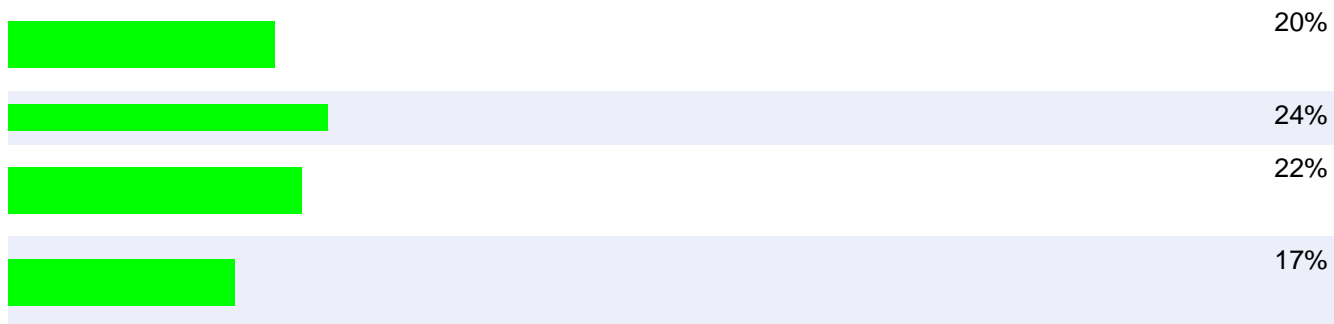
Percent of patients who reported that their pain was "Always" well controlled.



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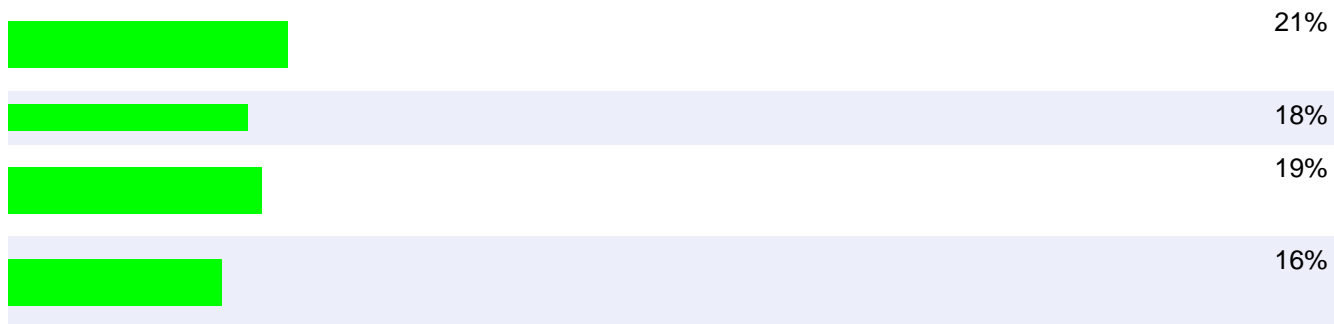
Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



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Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



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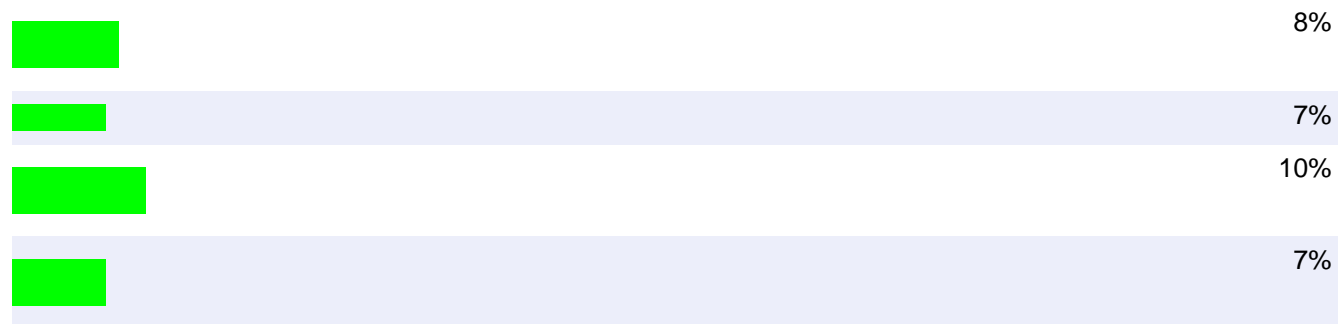
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



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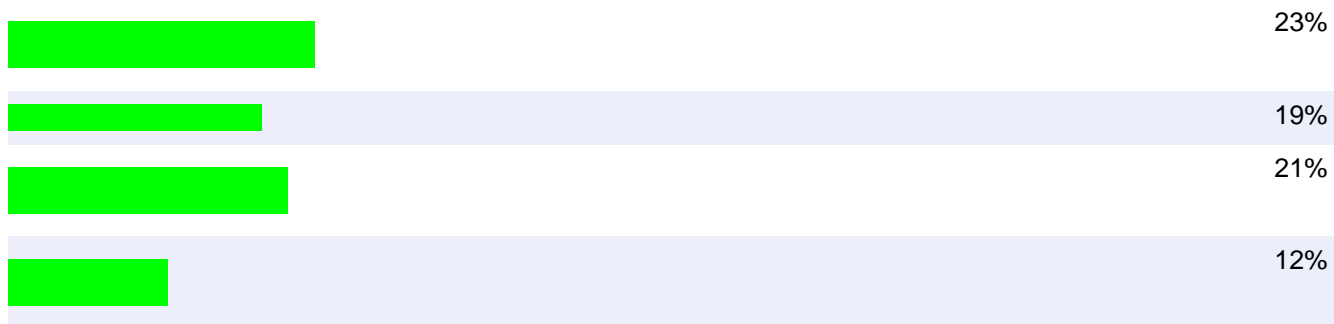
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



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Percent of patients who reported that their room and bathroom were "Usually" clean.



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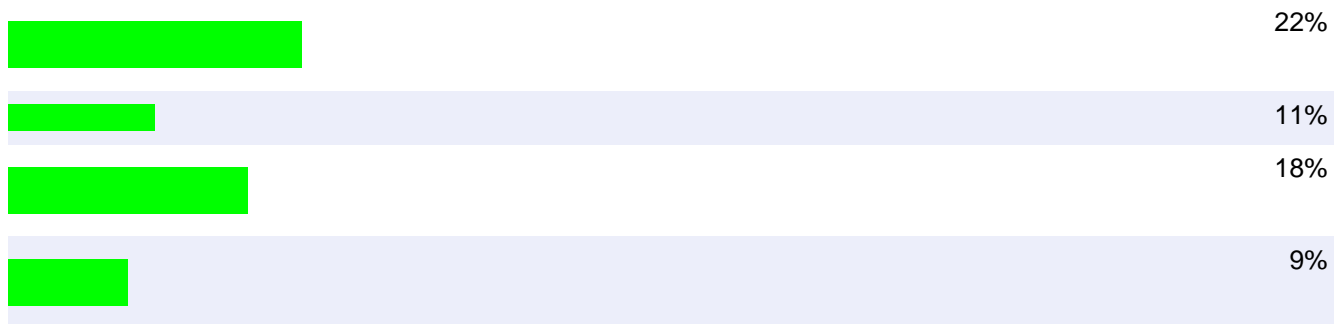
Percent of patients who reported that their room and bathroom were "Always" clean.



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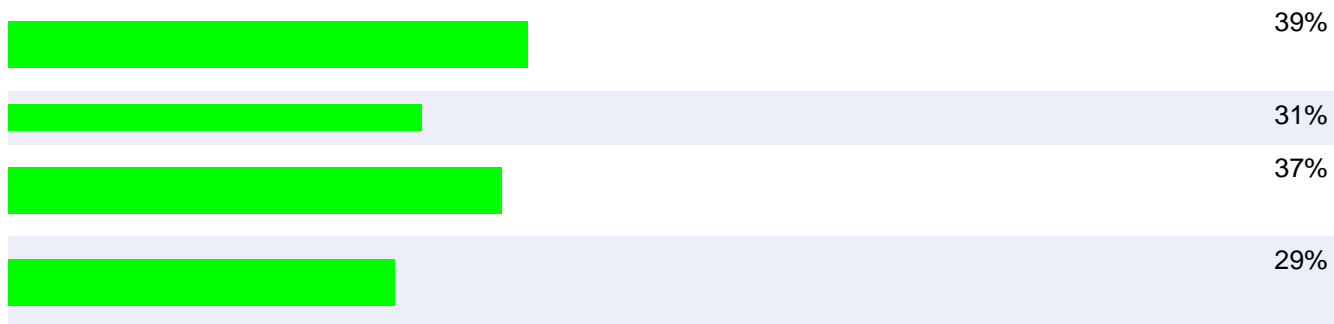
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



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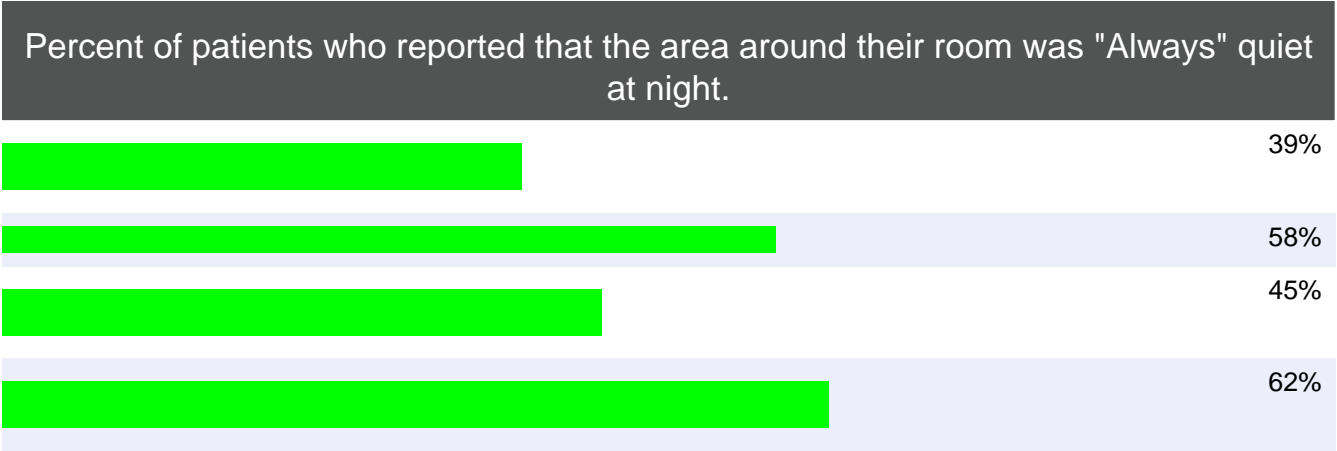
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Percent of patients who reported that the area around their room was "Usually" quiet at night.



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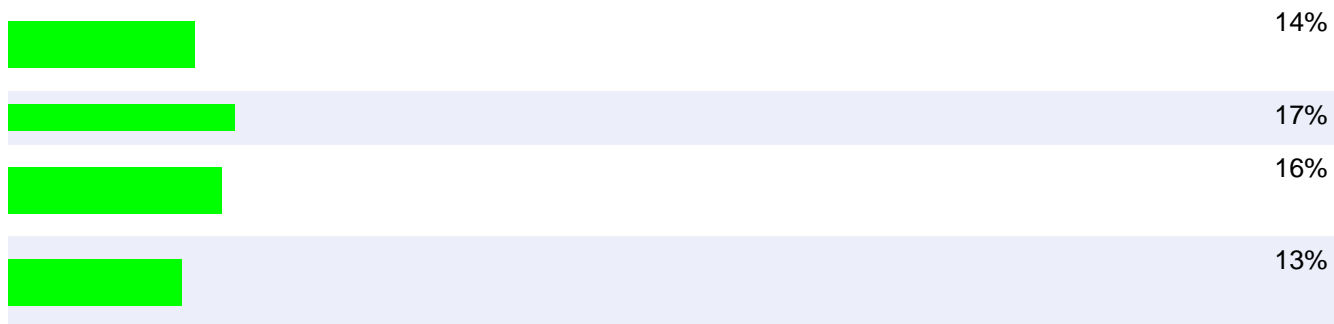
Percent of patients who reported that YES,they were given information about what to do during their recovery at home.



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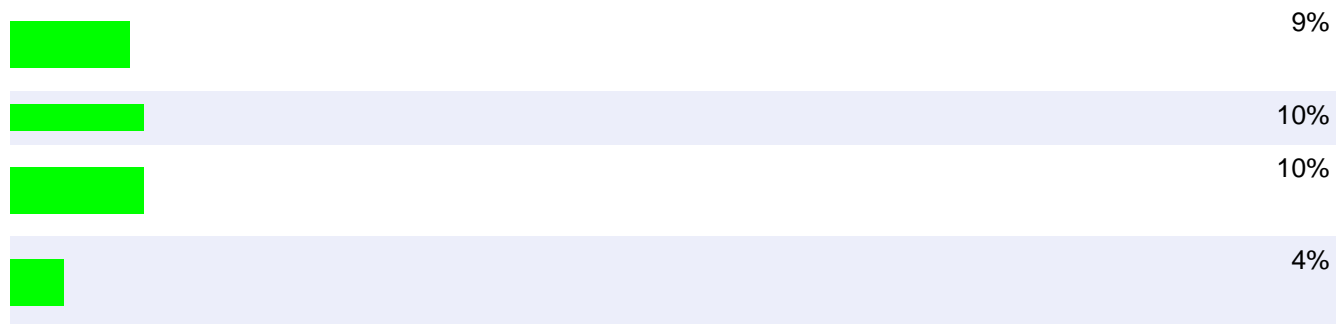
Percent of patients who reported that they were not given information about what to do during their recovery at home.



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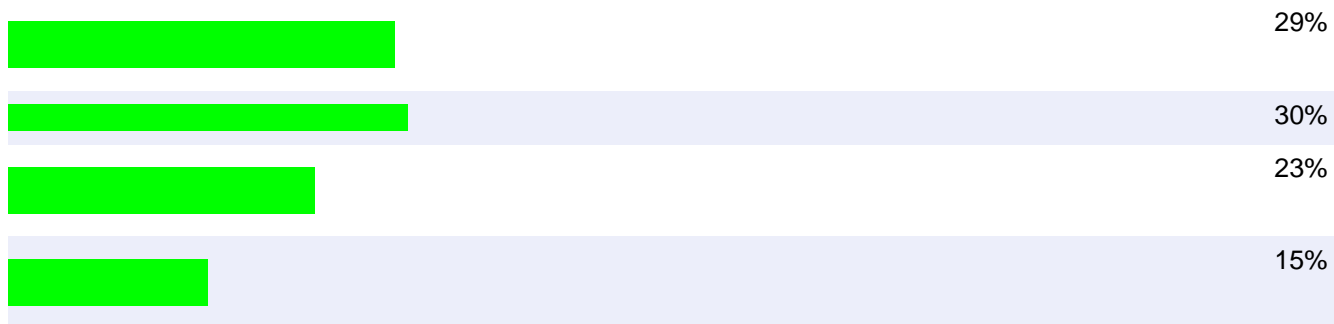
Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



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Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



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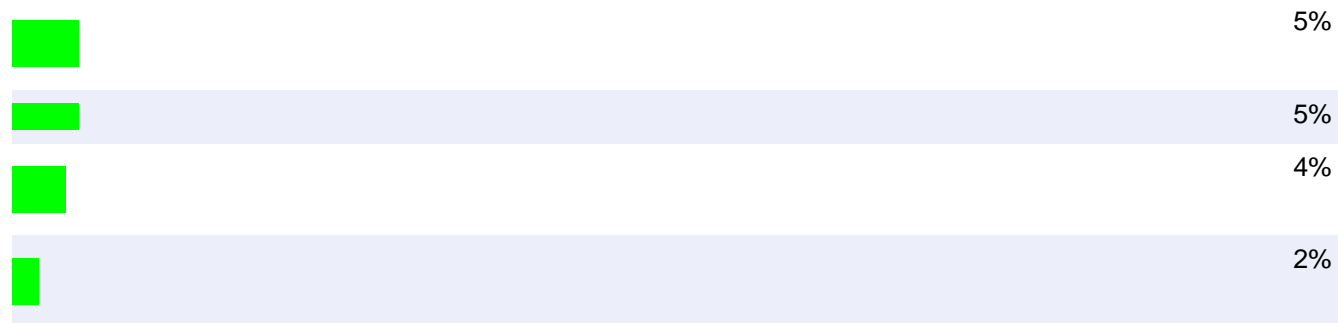
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0
(lowest) to 10 (highest).



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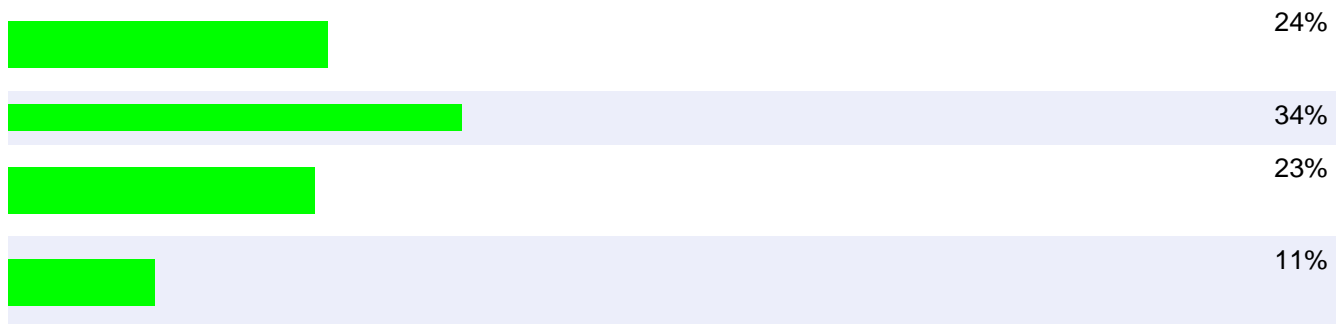
Percent of patients who reported NO,they would not recommend the hospital.



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Percent of patients who reported YES,they would probably recommend the hospital.



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Percent of patients who reported YES,they would definitely recommend the hospital.



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Number of Completed Surveys

300 or more

300 or more

300 or more

300 or more

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Survey Response Rate Percent	Hospital Footnote
<div><div></div></div>	37%
<div><div></div></div>	29%
<div><div></div></div>	38%
<div><div></div></div>	52%